

Austin-Travis County Emergency Operations Center

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Austin-Travis County Emergency Operations Center

- The Austin-Travis County Emergency Operations Center (A-TCEOC) is a combined facility to help the City and the County coordinate operations during an emergency
- The A-TCEOC was activated on Friday, February 12 to begin coordinating the response to severe winter weather
- A-TCEOC remains activated and helping to coordinate the response and recovery efforts
- Dozens of City and County departments are represented and work together to provide services and solve problems
- Departments provided reassigned staff as well to help with response and recovery efforts



Austin-Travis County Emergency Operations Center

Austin Energy

Austin Water

Public Works

Transportation

Police

Fire

EMS

Watershed Protection

Building Services

Fleet

Austin Resource Recovery

Public Health

Parks and Recreation

Real Estate Services

CTM

311

Public Information

Travis County Sheriff

County Emergency

Services Districts

Transportation and

Natural Resources

AISD

Capital Metro

CATRAC

The hospital systems

Private ambulance
providers

Austin Disaster Relief
Network

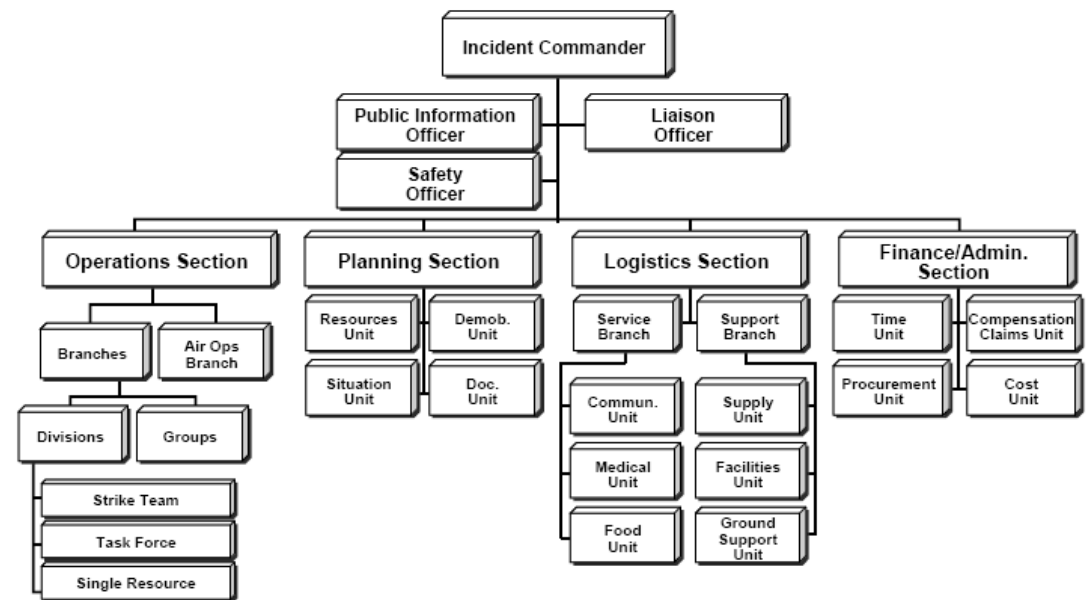
*And other departments
provided key support for
our operations, planning,
and logistics functions*



Incident Command System

- The Incident Command System:
 - Is a standardized, on-scene, all-hazard incident management concept
 - Allows its users to adopt an integrated organizational structure
 - Matching the complexities and demands of single or multiple incidents
- The result of decades of lessons learned in the organization and management of emergency incidents.

Example ICS Org Chart





Austin-Travis County Emergency Operations Center

- The Emergency Operations Center opened on February 12
- We had dozens of City and County staff and people from partner agencies working day and night, living in the facility away from their families for days to ensure that we could appropriately respond to the storm.
- We also struggled with many of our staff being impacted by the effects of the storm just like the community. Many were without power, without the ability to come to work because of the road conditions, and eventually without water.



Austin-Travis County Emergency Operations Center



According to the National Weather Service:

“This winter weather event broke daily records for climate sites in the region. All climate sites saw 5 to 6 consecutive days of record-breaking temperatures as well as multiple days of record-breaking snowfall. This unforgettable event had catastrophic impacts to the entire state of Texas, including South Central Texas, with failed power grids, burst water pipes, and limited road and air travel. ”





Austin-Travis County Emergency Operations Center

Cold Weather Shelters

- Cold Weather Shelters were activated for people experiencing homelessness
- For the first time in recent memory, shelters operated 24/7 instead of just overnight
- City first responders were deployed to make contact and encourage people experiencing homelessness to be given a ride to shelter
- Shelters were relocated multiple times due to power and water outages
- Basic needs and case work services are provided at the shelters



Austin-Travis County Emergency Operations Center

Cold Weather Shelters

- Additional shelters were added for members of the community without power who could not safely shelter in place
- Shelters were established at:
 - Palmer Events Center
 - Givens Recreation Center
 - South Austin Recreation Center
 - Northwest Recreation Center
 - Del Valle High School,
 - Mendez Middle School
 - Reilly Elementary School
- Additional shelters were established by faith-based organizations
- People remain currently sheltered with us while we assess needs and provide services





Austin-Travis County Emergency Operations Center

Water Distribution

- Work to distribute water was divided into three phases
 - Phase 1: City/County facilities, critical community infrastructure, shelters, COVID-19 facilities
 - Phase 2: Community organizations serving vulnerable populations
 - Phase 3: General public
- More than a dozen water distribution locations across the City and County
- Distribution sites remain open
- If you are unable to get to a distribution site, please call: 311
- Millions of bottles of water have been acquired & are being distributed to the community



Austin-Travis County Emergency Operations Center

- Austin Water, Austin 311, Austin Code, and community groups are identifying multifamily locations that are without water
- Staff in the EOC are taking in the locations, verifying the need, and then arranging deliveries of water if that is needed.
- Single family locations that are without water are being provided water through Austin Disaster Relief Network



Austin-Travis County Emergency Operations Center

Healthcare

- A-TCEOC coordinated resources between A-TCEMS, hospital systems, CATRAC, and private ambulance providers
- This included relocating patients, coordinating transportation home for discharged patients, admitting people to the Alternate Care Site, establishing a shelter for people discharged from the hospital but needing power, and setting up a functional needs shelter
- This coordination also helped the hospital systems get resources including drinking water, bulk water, medical supplies, transportation for staff and numerous other items



Austin-Travis County Emergency Operations Center

- Resources are available on our website for:

- Water distribution
- Food distribution
- Shower and laundry centers
- Water and power outage information
- Emergency repairs
- Transportation Services
- Shelters
- Ways to help
- Debris removal and clean up
- Links to other municipalities information

Available Resources

[FEMA Assistance](#)

[Water Distribution](#)

[Food Distribution](#)

[Water Outages and Services](#)

[Energy and Power](#)

[Emergency Repairs](#)

[Transportation](#)

[COVID-19](#)

[Trash and Recycling](#)

[Cold Weather Shelters](#)

[Ways to Help](#)

[Volunteer and Donate](#)

[Surrounding Cities](#)

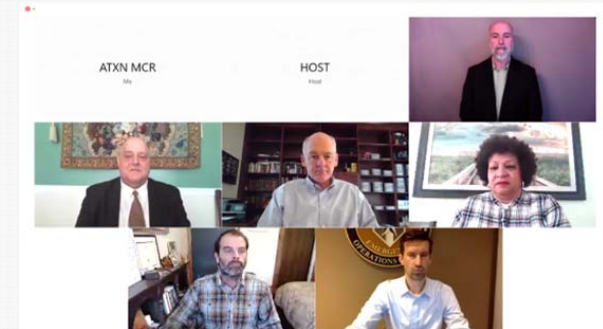
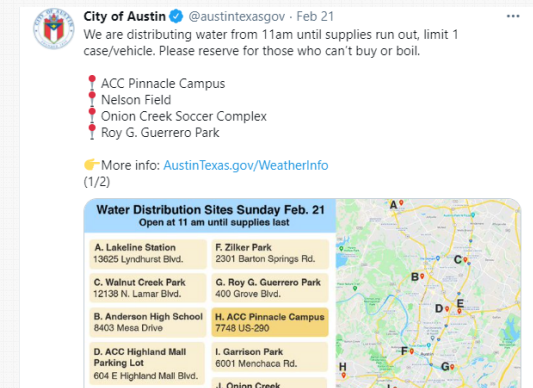
[Latest News](#)

English: [AustinTexas.gov/Weatherinfo](https://austintexas.gov/Weatherinfo) | Spanish: [AustinTexas.gov/infoclimatica](https://austintexas.gov/infoclimatica)



Austin-Travis County Emergency Operations Center

- To communicate with the City of Austin residents a communications team was staffed:
 - Coordinated 7 press conferences
 - Distributed approximately 7 press conferences
 - Distributed approximately 35 news releases
 - 156 posts on Facebook in various languages
 - 310 posts on Twitter in various languages
 - Created a resource page that generated nearly 4 million hits
 - Warn Central Texas emergency notification system was used multiple times
 - Answered hundreds of media call by phone or email



Austin-Travis County Emergency Operations Center



- Volunteer set up/non-profit organizations
 - More than 200 volunteers helped provide services to the City of Austin and County
 - Hundreds of community organizations helped respond to our community who was in need
 - Thank you, Thank you, Thank you!

